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Robert Weed slashes password management time by 90% and builds confidence with Delinea PAM

✅ Challenges

When Gerry Thompson, Vice President of Commercial Excellence and Digitization, started his role at Robert Weed, trusting privileged account management and password storage was a key area of contention.

"When I arrived," he recalls, " privileged account credentials were stored in an unsecured manner and were scattered through multiple repositories (Excel, Word, and Teams). As a result, the inaccuracies and lack of password management left the team spending more time investigating and researching access issues than resolving critical recovery activities."

He was particularly worried that if someone were to leave the company, the team might not be able to rotate passwords with confidence or even access a critical system.

With numerous "third-party vendors who roll in and out in support of the organization's journey," securing remote access is also top of mind.

The company was using a competitive product to perform some key security elements, but it didn't provide all the features necessary to maintain a strong security posture.

"The vault we were using didn't provide Microsoft® Active Directory-based authentication to our Linux systems," says the security analyst. "That meant a huge number of servers and thousands of corresponding local accounts across the infrastructure required hands-on management. This was a costly, time-consuming approach, and our IT department was feeling the pressure."

Given the large number of servers and the complexities of managing local accounts manually, they decided to implement a PAM solution across the remaining infrastructure.

Background

As part of a holistic cybersecurity program, Robert Weed Corporation relies on Secret Server to securely manage credentials for nearly 200 systems, including critical network switches, dozens of web portals, and local administrative accounts for over 100 workstations.

Founded in 1966, Robert Weed Corporation is a family-owned wholesale distributor and value-add manufacturer of wood and composite products with two locations in Bristol, Indiana and Twin Falls, Idaho. Supplying OEM's in a variety of industries, they leverage their supply chain expertise to keep customers one step ahead. Their vision is to lead in everything they do — as an employer, an industry innovator, and as a preferred partner.
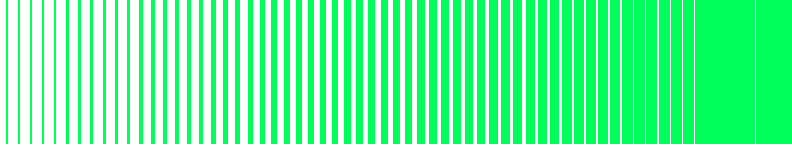
Robert Weed

Solution

Gerry had previously worked with a company in the process of deploying Secret Server and was familiar with its capabilities and ease of use, which brought the solution to the top of the PAM evaluation list.

Robert Weed benchmarked Secret Server against the incumbent PAM provider and found the Delinea (formerly Thycotic) team had the characteristics they were looking for in a long-term relationship. "They were more responsive, with good communication," says Noah Mechnig-Giordanno, who spearheaded the Secret Server implementation. "I was able to speak with engineers, really dig into the product, and be satisfied. Moreover, it had an extremely competitive cost-to-value ratio."

> "Now, if I need to get into our firewall router or our server accounts, it's a lot easier to just go into Secret Server. It fits into our layered security approach and ensures process control. It brings great value in protecting the organization's assets. What it can do is phenomenal."

→ *Gerry Thompson, Vice President of Commercial Excellence and Digitization*

> Secret Server has allowed us to expand our capabilities to make passwords more secure and give us a lot more confidence in those passwords. That's something we didn't have before."

→ *Noah Mechnig-Giordanno, Cybersecurity Analyst*

PAM policies and process controls mitigate risk and ensure consistency across the organization

Results

Secret Server has become the central repository to manage all privileged accounts, as well as protect them through a layered system of verification. Secret Server features such as heartbeat increase confidence in their validity. Rotation of credentials for firewall and other switches will add additional layers of security.

In the first six months since completing implementation of Secret Server, Robert Weed has saved time hunting for the right credentials to access critical systems as well as remote desktop control. Although it is always difficult to quantify time savings, the team estimates it takes them only 10% of the time and effort they expended previously.

As a next phase, the company will onboard managed service and network service providers who have accounts on their systems, allocate them Secret Server accounts, and manage check-in, check-out, and rotation for third parties, all through Secret Server. "Their passwords will sync and it will mitigate our exposure to risk," Noah expects.

Delinea

Delinea is a leading provider of Privileged Access Management (PAM) solutions for the modern, hybrid enterprise. The Delinea Platform seamlessly extends PAM by providing authorization for all identities, controlling access to an organization's most critical hybrid cloud infrastructure and sensitive data to help reduce risk, ensure compliance, and simplify security. Delinea removes complexity and defines the boundaries of access for thousands of customers worldwide. Our customers range from small businesses to the world's largest financial institutions, intelligence agencies, and critical infrastructure companies. **delinea.com**